CONTACT:

Lynn Maack, Regulatory Analyst
415-703-1628 or

Regina Birdsell, Director
213-576-7068

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## WIRELESS TELEPHONE CONSUMERS NOW HAVE A FIGHTING CHANCE
## CUSTOMERS HAVE A BILL OF RIGHTS

Consumers will now be able to make better choices about phone service due to requirements for more complete advertisements and clearer, more accurate descriptions of rates, terms and conditions of service in sales materials and contracts. Wireless phone customers will also have the ability to terminate contracts within 30 days without penalty when phones don't work as promised. "After years of debate, we hope these and other rules will serve to make life easier for telephone customers and simultaneously remind the industry that responsive service matters," says Regina Birdsell, Director of the Office of Ratepayer Advocates.

ORA has not seen the final version of Commissioner Brown's rules; if last-minute changes include protections that the AG's office and ORA suggested, they will be a big step toward helping ensure responsible and responsive behavior by phone companies. It is particularly satisfying that the Commission has adopted rules that will protect customers and potential customers of wireless phone companies, which until now have been free to deal with consumers as they see fit. "Today, the Commission recognized the consumer abuses that have occurred as telecommunications services have become more and more competitive, and it is heartening to see the Commission take this much-needed and long-awaited action to remedy those problems" said ORA director Regina Birdsell.

ORA is an independent arm of the CPUC, created by the Legislature to represent the interests of all residential and business customers throughout the state to obtain fair rates and reliable service. ORA has a multidisciplinary staff with expertise in economics, finance, accounting and engineering. ORA's views do not necessarily reflect those of the CPUC.

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